

AMENDMENT

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer-implemented method for generating a natural language understanding model, comprising:
 - a. collecting a plurality of unlabeled utterances ~~independent of any call type~~;
 - b. generating via a processor a plurality of call types, each generated call type being based on a first set of utterances selected from the ~~collected~~ plurality of unlabeled utterances;
 - c. generating a first natural language understanding model using call type information contained within [[said]] the first set of utterances;
 - d. testing [[said]] the first natural language understanding model;
 - e. modifying [[said]] the plurality of call types based on [[said]] the testing; and
 - f. generating a second natural language understanding model using [[said]] the modified plurality of call types.
2. (Currently Amended) The method of claim 1, further comprising generating an annotation guide using a second set of utterances which is a subset of [[said]] the first set of utterances.
3. (Original) The method of claim 1, further comprising generating call type data using at least one of data clustering, relevance feedback, string searching, data mining, and active learning tools.

4. (Currently Amended) The method of claim 3, wherein [[said]] the call type data is generated using a graphical user interface.
5. (Currently Amended) The method of claim 1, wherein [[said]] the first natural language understanding model is trained using a first text file containing utterances contained within [[said]] the first set of utterances and a second text file containing call types assigned to [[said]] the utterances in [[said]] the first text file.
6. (Currently Amended) The method of claim 1, wherein [[said]] the natural language understanding model is tested using a subset of [[said]] the first set of utterances.
7. (Currently Amended) The method of claim 1, wherein [[said]] the plurality of call types are modified using a graphical user interface.
8. (Currently Amended) The method of claim 1, wherein [[said]] the first natural language understanding model is created prior to an annotation guide.
9. – 16. (Cancelled)
17. (Currently Amended) A computer-implemented method for generating a natural language understanding model, comprising:
collecting a plurality of unlabeled utterances ~~independent of any call type~~;

generating via a processor a plurality of call types each having utterances selected from [[said]] the plurality collection of unlabeled utterances, [[said]] the utterances used to generate [[said]] the plurality of call types representing a subset of [[said]] the collection of utterances; and

generating a natural language understanding model using call type information contained within [[said]] the subset of utterances, wherein [[said]] the natural language understanding model is generated prior to receipt of manually labeled utterance data.

18. (Currently Amended) The method of claim 17, wherein [[said]] the manually labeled utterance data is generated using an annotation guide that is created using a portion of [[said]] the subset of utterances.

19. (Currently Amended) The method of claim 17, wherein [[said]] the natural language understanding model is generated using a first text file containing utterances contained within [[said]] the subset of utterances and a second text file containing call types assigned to [[said]] the utterances in [[said]] the first text file.

20. (Currently Amended) The method of claim 17, wherein [[said]] the natural language understanding model is tested using a second subset of [[said]] the collection of utterances.